



MULLION COVE HOTEL

JOB DESCRIPTION

Job Title: Spa Manager

Responsible to: General Manager / Deputy General manager

Overview: To ensure that the Mullion Cove Spa achieves or exceeds its targets in relation to cost of operations and Spa revenue, whilst providing the highest quality level of customer service at all times.

1. Monitoring the cleanliness of the Spa, reporting any issues of maintenance to the Maintenance team.
2. Ensure therapists deliver excellent customer service and sales.
3. Ensure guest duty of care is met by all the spa team.
4. Administering beauty treatments and delivering the treatment house Brand Standards.
5. Monitoring good stock levels and ordering of treatment, retail and locker room products.
6. Interviewing staff and carrying out trade tests.
7. Manage staff discipline in line with company guidelines.
8. Development of staff, to include; Spa Therapist Training, Customer Service, Sales Techniques.
9. Plan monthly activities, promotions, advertising and special events.
10. Understand the departmental budget and drive sales to increase business. This will include working with the General Manager and the Marketing team to set team members daily, weekly and annual targets.
11. Develop the promotion of Treatments, Spa Days, and innovative ways to keep the beauty rooms busy during quieter periods.
12. Write Rotas for the Spa team, (co-ordinating with the Deputy General Manager) to ensure all shifts are covered, and enough therapists are on duty to cover the busy periods.
13. Ensure adherence to all company policies, procedures and guidelines.
14. Maintain positive employee relations by keeping open lines of communication with all members of the Spa team and other departments.
15. Attend daily 10.30 meetings, monthly HOD meetings and hold regular departmental meetings.

16. Attend performance management meetings and an annual personal development plan meeting as requested.
17. Ensure consistent and timely opening and closing of the Spa ensuring the security of the Spa facility at the close of each day.
18. Ensure adherence to daily reconciliation of the till (cashing up) procedures and transfer of cash to the reception team.
19. Ensure availability of merchandise and services by maintaining appropriate stock levels.
20. Ensure the efficient operation of the computer booking system/diary and till to support accurate bookings and sales.
21. Ensure all equipment is maintained in good working order and advise the Maintenance Manager or outside contractor of any faults/repairs needed as required.
22. Ensure compliance with risk assessments and associated safe operating procedures.
23. Ensure pool plant room and daily pool monitoring checks and corrective measures are carried out according to policies and procedures.
24. Comply with monthly fire safety checks and panic alarm checks.
25. Attend first aid training sessions as required and you will be required to train/re-qualify as a company first aider and administer first aid to employees and customers as necessary.
26. Undertake daily cleaning duties of the treatment areas as required.
27. Undertake daily pool maintenance duties as required.
28. To perform any duties reasonably requested by the General Manager.
29. Create an upselling culture to ensure maximum profitability of the spa.

Health & Safety

You must ensure that all Health & Safety regulations are adhered to at all times, this includes the fire procedures and COSHH regulations, all of which you will be made aware of. Please ensure that you report any faults or infringements of these procedures or act immediately where appropriate to correct them. You have a duty to carry out work so that you never put yourself or others at risk, creating a safer working environment for everyone

This list is not exhaustive and will be reviewed periodically when adjustments may be made